

# Service Level Agreement

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*Striving to Serve You Better!*

## **Mission Statement**

The campus technology team mission is to strive for consistent communication and high-spirited energy to finding innovative, yet sound solutions to out customer's workstation, desktop and network technology needs. This will be done through well-trained staff to earn our customer's respect and business.

## **Vision Statement**

The campus technology team aspires to superior customer service by helping Department of Health staff understand and use information technology in ways that have a positive impact on their capacity, efficiency and quality of service in the protection of public health.



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# Service Level Agreement

Serving Eastside Campus Divisions

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## Purpose

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The purpose of this service level agreement is to provide a well-known level of expectations concerning consistent, reliable computer and network service to the divisions within the Eastside Plaza Campus. The Eastside campus divisions have implemented a hybrid approach with organizational/distributed information technology. With this type of implementation, a clear understanding of responsibility and expectations are required to ensure customers receive prompt, quality service during the resolution of system problems. A well-supported SLA will minimize labor and equipment redundancy while maximizing the utilization of labor and funds. This service level agreement will attempt to clearly define the roles and responsibilities of the campus support team and the divisions it supports.

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## Service Level Terms

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### Contract Period

This service level agreement is established to *cover terms of service for the July 1, 1999 to June 30, 2001 biennium*. All parties will review this contract every six months from its date of acceptance. This is necessary to ensure this agreement reflects the true nature of services being provided and expected. Amendments must come before the Eastside Customer Advisory Board for proposal and acceptance.

### Affected Parties

This service agreement is entered into by and between the Epidemiology, Health Statistics and Public Health Labs (EHSPHL), Health Systems Quality Assurance (HSQA) and their Seattle and Spokane units, Management Service Division (MSD), the Office of the Secretary (OS), Board of Health (BOH) and the Eastside Campus Support Team.

### Supported Work Hours

Normal and Remote Service Hours – Monday through Friday 7:00am to 5:00pm

Critical Remote Hours – Pager Response service is available for special activities. The hours are Friday 5:00pm to 8:00pm, Saturday 9:00am to 5:00pm. The ESP Campus Team pager # is 786-3665 for this service.

Technician on call will receive standby and call back pay.

Unsupported Hours – All other hours are unsupported

Due to projects and extended service hours, support will be reduced at certain times. Reduced service times will be communicated to customers.

## **Non-Compliance Procedures**

In the event any party fails to comply with *Service Level Requirements*, a written communications should be sent to the Campus or Program Manager. This communication should clearly state what *Services* are out of compliance and how many times non-compliance has occurred. The first level Manager will have 5 business days to respond with what course of action will be taken to return service within compliance and another 15 business days to correct the non-compliance situation. Should the non-compliant performance persist, then a letter stating the persistence of non-compliance should be sent to the second level of management. The second level of management shall have 5 business days to respond with a course of action and 10 business days to correct the non-compliant performance. The third level will have 5 business days to respond to a letter and 10 business days to correct the non-compliant performance. All participants are expected to bring about equitable changes to affect compliant performance.

### *Campus Support Team non-compliance*

- Campus Manager, 5 business days to respond, 15 business days to correct
- OIRM Director or Technical Resource Manager, 5 business days to respond, 10 business days to correct
- Assistant Secretary, 5 business days to respond, 10 business days to correct

### *Customer non-compliance*

- Program Manager, 5 business days to respond, 15 business days to correct
- Division or Assistant Division manager, 5 business days to respond, 10 business days to correct
- Assistant Secretary, 5 business days to respond, 10 business days to correct

## **Amendments**

Amendments to this document must be approved by to the Customer Advisory Board before they are considered for change. This will ensure that services provided to the customers fall within the expectations of service. Major amendments, not mandated by agency requirements, which have a serious impact on customer and campus budgets, will be negotiated at the end of this SLA period. Agency mandated changes would be incorporated after Advisory Board discussions about the SLA in regard to daily operation. If the incorporation of agency changes affects customer and campus budgets, the Campus Advisory Board will negotiate the implementation of those changes into this SLA. The Campus Advisory Board's decisions concerning amendments to this SLA are final; unless mandated changes are required from executive management.

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## **Administrative Responsibilities**

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### **Advisory Board**

- Represent customer business units and the campus team regarding desktop services: support issues, customer impact, budget, and customer service.
- Recommend and evaluate improvements in quality of service, efficiency of service, and affordability of service.
- Biannually negotiate service level agreement and cost of service.
- Collaborate, coordinate, and communicate on issues that affect service and execution of SLA.
- Communication forum for feedback, input, and other information important to customer programs and the Campus Team.
- Approval of interim SLA changes.

### **Campus Technology Manager**

- Manage the operational, budgetary and technical activities of the Campus Support Team.
- Regularly communicate with division program managers regarding customer feedback, initiatives that have an impact on business and business priorities.
- Maintain, and if necessary re-establish, communications with the Customer Advisory Board for feedback, issues that have a major budget impact, technology standard changes, procedures and processes that have an impact on programs.
- Report to, and receive support from, the OIRM Technology Resource Manager in the daily performance of duties related to campus technology support.
- Ensure compliance to this service level agreement
- The Campus Manager will verify equipment orders are inline with agency and campus strategic direction

### **Office of Information Resource Management**

- The OIRM Director will include the Campus Technology Manager in discussions, decisions, strategic and operation planning that might impact the Campus Support Team or campus customer community.
- Technology Resource Manager will supervise and support the Campus Technology Manager in the performance of duties related to campus technology support.
- Ensure campus personal and material resources are only used in campus related business.

### **Divisions**

- Appoint one member from each division to actively participate on the Customer Advisory Board.
- Ensure compliance to this service level agreement
- Technology staff within Divisions will coordinate application activity with Campus Manager.
- Sections or offices will provide ITS contact for the purpose of coordinating service calls.

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## Eastside Campus Services

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### Response Levels

Response times begin from customer notification to support team. Response times other than emergencies will be negotiated between the caller and the support team to determine the best level of service.

<i>Severity Level</i>	<i>Definition</i>	<i>Response Time</i>
1 – System Outage	A server is not functioning, or there is a network outage that prevents access to business servers.	Immediate response or Escalation
2 - Emergency	The issue is critical and effects many customers or Customer(s) can not work or are severely impacted.	1 - 3 Hours
3 - Immediate	A critical application or workstation is not operating and there is a workaround that allows work to continue.	3 - 8 Hours
4 - Important	An application or workstation function is not working. The issue is important and there is a workaround that allows work to continue.	2 Business days
5 - Normal	An application or workstation installation or upgrade as part of normal work or a project.	7 Business days
6 - Informational	The customer has requested information only	7 Business days

## Support team Services

The support team will function as the central call facility for computer and network service requests within the Eastside Campus divisions. Stated response times will be earlier, if service level warrants notification. Campus technical staff will notify customer after working on a workstation.

<i>Service</i>	<i>Requirements</i>
Open a request submitted via web, eMail or phone	Acknowledgement of request returned to ITSR Contact via web.
Notify ITSR Contact of request completion	Notification of request closure returned to ITSR Contact via web.
Notify Technician of request	Notification of assignment sent to technician within 1 hour.
Technician response	Notification of assignment and schedule of work returned to ITSR Contact within 1 business day of requests via web.
Availability	Hours of coverage 7 to 5 to receive emergency requests

## Workstation Services

<i>Service</i>	<i>Requirements</i>
Difficult problem that takes more than 3 hours to troubleshoot	Escalate problem to Technical Services within (Technical Resource Management) or vendor within 1 hour after working on problem for 3 hours.
Division core application installation	Install custom and special software using division supplied procedures
Agency application installation	Install applications on workstations using agency and campus supplied procedures
Remote Access (Personally Owned Computer)	Provide software and instructions for installation. Customer installs, campus team available for difficulties/questions.
Remote Access (Health Computer)	Install applications on computer using campus prescribed desktop standards. Work to be performed in the campus team office.



## Campus Network Services

<i>Service</i>	<i>Requirements</i>
Network eMail	Install, maintain and troubleshoot eMail software from the customer desktop to the server.
Network Scheduling	Install, maintain and troubleshoot scheduling software from the customer desktop to the server.
Notify ITSR contacts of network or workstation maintenance	eMail or phone ITSR contacts 1 business day prior to maintenance, unless there is an emergency
Notify ITSR Contacts of procedure changes	Procedure changes that have a business impact will go before Advisory Board. ITSR contacts will receive notification 15 business day prior to making changes to standard business practices.
Backup Server Data	Perform Incremental or full backups on business servers.
Data Restoration	Restore files and directories to their original location within 1 business day.
User Administration	Add, delete or modify user logon ID within 5 business days.  Immediate Response for Emergencies

## Campus Core Application Services

<i>Service</i>	<i>Requirements</i>
Campus core software installation and maintenance	Install and upgrade core campus applications on Campus supported equipment
Division core software installation	Install core division software on Campus supported equipment, upgrade
Application Problem Resolution	Determine or resolve the application problem or coordinate resolution with the vendor, other support or provide information for customer training.

## Procurement

<i>Service</i>	<i>Requirements</i>
*Prepare and Send Procurement Requests	Procurement requests will be prepared and sent to purchasing within 2 business days after consulting with customer
Surplus Equipment	Send surplus equipment to surplus within 30 business days after replacing equipment. Hard drives will be removed or wiped clean before releasing to surplus.
Equipment Transfer or Surplus Records	Complete equipment transfer or surplus sheets within 7 business days after replacing equipment

\* All IT related equipment procurement for customers, will be processed through the Campus Support Team.

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## Service Responsibilities

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### Division Responsibilities

<i>Service</i>	<i>Requirements</i>
Customer submit ITSR	Submit ITSR within 1 business day of trouble
Workstation Modifications	Division IT staff may modify workstation configurations after coordination with Campus Team
Application installation instructions	Provide written installation procedures to Campus Support team 5 business days prior to initial need
Software Installations	Customers may not install software on desktop workstations. Division IT staff may install applications after coordination with Campus Team. The Campus will restore the workstation to its original state after this issue is brought to the attention of senior management.
Notify Support team of computer moves and move details	Phone or eMail the Campus Support team 10 business days prior to move with cubicle identification and documentation on destination locations
Submit user ID and access request	Request user logon ID add, delete or modify 7 business days prior to need unless a security need warrants an emergency response

### OIRM Responsibility

<i>Service</i>	<i>Requirements</i>
Notify Support team of network maintenance	Phone or eMail the Campus Support team 10 business days prior to maintenance, unless there is an emergency
Notify Support team of procedure changes	Phone or eMail the campus support team 15 business day prior to making changes to standard business practices

Notify Support team of moves	Phone or eMail the campus support team 15 business day prior to computer equipment move needs
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## Administrative Management

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### Support Staff Levels

Technical support staffing is made at an average ratio of 1 technical staff person per 90 customers with a Manager to coordinate and guide campus personnel and technology. Current FTE count of approximately 400 customers. Estimated growth is 6 FTE's per year.

### Funding

The funding source for the campus will be through a direct charge back to Eastside Campus Divisions that receive service from the Campus Support staff. The charge back will be based on the Division's FTEs and contractors that require the use of Department of Health resources for more than a three-month period. FTE and contractor counts will be taken at the end of each month. Charges will be assessed for campus services and support positions outlined in this SLA. Biennium rates will be negotiated in terms of customer-requested services and the cost to deliver those services.

### Positions

<i>Position</i>	<i>Class</i>	<i>Position Number</i>	<i>Skill Summary</i>
Campus Technology Manager	WMS-II	1128	Manages the Eastside Campus Technical Support operations and direction
Systems Specialist	ITSS4	0599	Provides top level consulting, network and workstation technical support to customers, team members and Campus Manager
Network and Workstation Specialist	ITSS3	0078	Provides consulting, network and workstation support to customers, team members and campus manager
Network and Workstation Specialist	ITSS3	0097	Provides consulting, network and workstation support to customers, team members and campus manager
Workstation Specialist	ITSS2	1162	Primarily provides workstation support and some network support to customers.
Workstation Specialist	ITSS2	0153	Primarily provides workstation support and some network support to customers

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## **Application and Electronic Services**

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### **Core Application Services**

The eastside campus will provide the following services for core applications at the desktop: ordering, installation, upgrade maintenance and basic problem resolution. Third party vendors or contractors from the convenience contract will provide training on application use. See Appendix for application examples. Convenience contractor information and training recommendations will be provided on request.

### **Division Application Support**

The eastside campus will provide the following support for Division applications at the desktop: installation and connectivity of applications designed and published by division IT staff or appointed contractors. Division IT staffs will be responsible for problem resolution after the campus team has checked installation and connectivity. Division IT staffs will be responsible for training. See Appendix for examples.

### **Other Application Support**

The eastside campus will provide support for the ordering, installation, and connectivity of applications that are outside of the scope of core or division applications, and are deemed appropriate by the Program Manager and Campus Manager. The campus will direct Eastside customer staff to the appropriate support personnel for problem resolution. Divisions are responsible for problem resolution and training in the use of these applications. See Appendix for examples.

### **Electronic Device Support**

The eastside campus will provide support for the ordering, installation, and basic problem resolution of peripheral devices connected to computers or the network. Difficult problems that require repair will be sent to the vendor at the Divisions expense. See Appendix for examples.

### **Customer Training**

Most Core Application training is provided under contract by the Department of Information Services (DIS). Another training provider will be recommended should the department of Information Services contract expire for any reason. Campus training is limited to initial use when the application is installed.

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<i>Subject Matter</i>	<i>Basic</i>	<i>Advanced</i>
Network Concepts	Campus	Division
Core Applications	DIS Contracted Vendor	Division
Division Applications	Division	Division
Other Applications	Division	Division
Internet and Intranet	DIS Contracted Vendor	Division

# Appendices

The applications listed in this appendix serve as an example of the diverse application base found within the Eastside divisions at The Department of Health. The following listings are representative of applications found at the Eastside Campus in June of 1999. Some applications are not listed and may be added to the list later, however, homegrown applications will not be included.

## **Applications in June of 1999**

### **Core Supported Applications**

<i>Applications</i>	<i>Vendor</i>	<i>Campus Responsibility</i>
Microsoft Office 97	Microsoft	Installation, configuration, upgrade maintenance, basic problem resolution
Desktop eMail and Calendar	Microsoft	Installation and configuration of Outlook client, upgrade maintenance, basic problem resolution, Connectivity
McAfee Virus Protection	Network Associates	Installation, configuration, upgrade maintenance, basic problem resolution
Internet Explorer	Microsoft	Installation, configuration, upgrade maintenance, basic problem resolution, connectivity



## Division Supported Applications

<i>Applications</i>	<i>Owner</i>	<i>Campus Responsibility</i>	<i>Owner Responsibility</i>
ASI	HPQAD	Installation, Connectivity	Administration, Technical Support, and Training
Timelines	HPQAD	Installation, Connectivity	Administration, Technical Support, and Training
Workload	HPQAD	Installation, Connectivity	Administration, Technical Support, and Training
Tracking System	HPQAD	Installation, Connectivity	Administration, Technical Support, and Training
Contract Monitoring System	OFS	Installation, Connectivity	Administration, Technical Support, and Training
Chart of Accounts	OFS	Installation, Connectivity	Administration, Technical Support, and Training
Campus Allocation System	OFS	Installation, Connectivity	Administration, Technical Support, and Training
Management Reporting System (MRS)	OFS	Installation, Connectivity	Administration, Technical Support, and Training
Crystal Reports 4.0 and 7.0	OFS	Installation, Connectivity	Technical Support, and Training
Attachmate Extra Terminal Emulation	OFS	Installation, Connectivity	Administration, Technical Support, and Training
Telwin	MSD	Installation, Connectivity	Technical Support

Vista	OS, EHSPHL	Installation	No Longer Supported
Leg DB	OS	Installation, Connectivity	Technical Support

## Other Supported Applications

<i>Applications</i>	<i>Owner</i>	<i>Campus Responsibility</i>	<i>Owner Responsibility</i>
Microsoft Front Page	Microsoft	Installation, upgrade maintenance, basic problem resolution, Connectivity	Technical Support, ARM training
Visio	Visio	Installation, basic problem resolution, connectivity	Technical Support
Reflection 2 Windows	WREQ	Installation, basic problem resolution Connectivity	Administration, Technical Support, and Training
CD Law	CD Law	Installation, upgrades, basic problem resolution, connectivity	Technical Support

Discovery of unsupported software during desktop support from the Campus Team members will be reported to senior management.

## Other Support Services

### Electronic Devices

<i>Device</i>	<i>Program Responsibility</i>	<i>Campus Responsibility</i>	<i>OIRM Responsibility</i>
Fax Machines	Coordinate maintenance	Consulting, installation order, initial setup	

Pagers	Administer	Coordinate maintenance, consulting	
Printers	Initial check of toner, Installation	Initial Check, Repair, Coordinate maintenance	

## **Definitions**

ITSR - Information Technology Service Request

FTE – Full Time Employee

IT – Information Technology

Logon ID – Network Logon Identification

HPQA – Health Professions Quality Assurance

OFS – Office of Financial Services

MSD – Management Services Division

OS – Office of the Secretary

DIS – Department of Information Services

OIRM – Office of Information Resource Management

TRM - Technology Resource Management

ARM - Application Resource Management

SLA – Service Level Agreement

Critical Remote Access -- An attempt to log in to a remote access system while performing a business function that will cause a very serious impact to the agency or business unit.

## **Members**

### **Division Members**

HPQA: Patrick Collins

EHSPHL: James Robertson

MSD: Jennifer Bouvier

OS: Greg Smith

## **Technology Manager**

ESP Campus Manager: Thomas Wittenberg

## **OIRM Managers**

OIRM Director: Fran Muskopf

TRM Manager: Dean Galvez

ARM Manager: Ron Seymour

DRM Manager: Doug Buster

## Signatures

### Eastside Campus Advisory Board Members

#### **James Robertson**

Business Manager, Epidemiology Health Statistics &  
Public Health Laboratory

#### **Patrick Collins**

Operations & Support Manager, Health Professions  
Quality Assurance

#### **Jennifer Bouvier**

Operations Coordinator, Management Services

#### **Gregory Smith**

Operations and Health Systems  
Development Director, Office of the Secretary

#### **Thomas Wittenberg**

Campus Technology Manager, Office of Information  
Resources Management, Eastside Plaza Campus

### Eastside Division Executives

#### **Jac Davies**

Acting Assistant Secretary for Epidemiology Health  
Statistics & Public Health Laboratory

#### **Ron Weaver**

Acting Assistant Secretary, Health Systems Quality  
Assurance

#### **Frank Hickey**

Assistant Secretary for Management Services

#### **Gary Schricker**

Chief Technical Information Officer, Department of  
Health

#### **Mary Selecky**

Secretary for The Department of Health